

NETWORK MANAGER REPORT



AUGUST 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The month of August was a steady month for Alabama Interactive (AI) as several license renewal periods began. During the month, AI moved six new applications to production, bringing the annual total to 19 applications for 2006, as well as responding to two new service requests for new applications. Currently AI has applications live with 32 State agency partners.

In addition to these accomplishments, alabama.gov received notification of being a finalist for the third year in a row with the Center for Digital Government Best of the Web competition.

Highlights during the month were:

- The Department of Education certification payments application was put into production during the month of August. This application will give educators the opportunity to pay for their certificates, substitute licenses, and background checks online.
- Due to the success of the Alabama State Board of Public Accountancy's CPA/PA registration application, they commissioned AI to build a firm registration application for 2007 renewals. The firm registration went into production in August and will allow CPA/PA firms to register their business with the board on an annual basis online.
- License renewals for the Alabama Real Estate Commission (AREC) have received an overwhelming adoption this year. At the conclusion of on-time renewals, the web-based application processed over 17,000 licenses for the commission equating to over \$3 million in statutory dollars.
- The Alabama Board of Physical Therapy launched its license renewal application in August. In the applications first month, over 600 constituents used the online system. This board is operated by a staff of two and is very pleased with the efficiencies that are being created through strong online adoption.
- The Alabama Department of Finance Information Services Division put its IT Strategic Planning application into production in August. This application was an in-kind service designed to gather budgeting data from all state agency IT directors.
- The Alabama Coastal Bird Fest merchant service application was placed into production this month.
- The Alabama State Board of Chiropractic Examiners launched its facility renewal application. This application will allow chiropractic facilities to renew their licenses online.

Marketing

In August, Alabama Interactive delivered the certificate of good standing post-it notes to the Department of Revenue (ADOR). ADOR plans to attach the post-its to each of the certificates that get fulfilled through the conventional mail-in method. This effort will help to increase the already climbing adoption of this application. The department budgeted for 9,000 certificates to be mailed out in 2006, therefore the demand is high for efficiency in this division.

As another marketing item, AI has designed and selected a badge holder to be distributed during agency meetings. The badge holder will display "alabama.gov" and have the logo of "AL" imprinted on the cover. These clips are carabineer style and will be produced in a transparent blue color to grab attention.

The marketing team has prepared a press release to share the excitement for the third year in a row of ranking as a finalist in the national Best of the Web competition hosted by the Center for Digital Government (CDG). The CDG is an international research and advisory institute focused on the use of information technology in government. The Best of the Web evaluates government Web sites based on their innovation, Web-based delivery of public services, efficiency, economy, and functionality.

Customer Service

August has kept the Customer Service team on its toes assisting visitors with their online license renewal questions. Several applications experienced high adoption rates. Customers were given support via phone, as well as live and offline chats. The customer service team has also been training the new client services representative to assist in the increased volumes as Alabama Interactive continues its growth.

Alabama Interactive has started working with several agencies upon request to help clarify any questions regarding the eGovernment accounts for the 2006 fiscal year end. Typically, funds are transferred to these agencies on a weekly basis and the agency must certify these with the Alabama State Treasury Department.

One of the additional customer service responsibilities this month was to create a customer service script for Bell Industries. Bell Industries is an agent for the Point of Sale service who operates the phone center for hunting and fishing license sales. This script was created to help streamline certain issues in reference to phone sales.

Development

In August the AI Dev-Share team discussed the topics of standardized application testing and application code reviews and standardization. The standardized testing application will facilitate a way for agencies to submit reviews and issues when testing an application, as well as a way for developers to keep track of requested changes and issues to applications. Code reviews will be helpful not only for new developers but for all developers. It will give each developer a chance to see how the other developers are doing things as well as give each developer a guideline as to how to follow standardized coding practices within the office. This will also make it much easier to maintain code between developers for future updates and modifications.

PROJECT REPORT

COMPLETED!

Completed in 2002

- | | |
|-------------------------------------|--|
| Alabama Board of Nursing | · Renewal of Registered Nursing License
· Reactivation of a Nursing License
· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | · Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | · Renewal of Real Estate Licenses
· Broker/Agent Certification |
| Alabama Secretary of State | · Merchant Services |

Completed in 2003

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| Alabama State Banking Dept. | · Renewal of Small-Loan and MiniCode License
· Renewal of Pawn Broker License
· Renewal of Mortgage License |
| Alabama State Bar | · Membership Renewal |
| Alabama Board of Chiropractic Examiners | · Renewal of License
· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | · Online Hunting and Fishing Licenses
· Hunting and Fishing Licenses/Point-of-Sale
· Probate Court Point of Sale Hunting and Fishing Licenses
· Oak Mountain Bow Hunt Registration
· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | · Alabama State Portal |
| Alabama Department of Insurance | · Merchant Services
· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | · License verification and disciplinary status-Subscriber
· Name and Address Change
· LPN Renewal |
| Alabama Real Estate Commission | · Instructor License Renewal |
| Alabama Department of Revenue | · Sales, Use and Lodging Tax Filings
· Refund Status for Individual Income Tax |
| Alabama Secretary of State | · UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is complete and in production.
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is complete and in production.
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is complete and in production.
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is complete and in production.
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is complete and in production.
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is complete and in production.
ISD	IT Strategic Planning Application	Application for IT Strategic Planning	This application is complete and in production.

Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application allows facilities to renew its license online	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.

Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is complete and in production.
Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is complete and in production.
Real Estate Appraisers Board	2006 updates to renewal application	Updates for 2006 rules	This application is complete and in production.
Alabama Department of Revenue	Update for Estimations and Extensions failed payments	Update to email user when payment fails	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Magazine update	Updates for vendors responsible for distribution of magazines	This application is complete and in production.

Alabama State Board of Public Accountancy	Updates for CPA app	Global dates; CPA registration	This application is complete and in production.
Alabama Board of Architects	License updates for 2006	Updates to existing Architect applications	This application is complete and in production.
Alabama State Banking Department	2006 Updates for License Renewals	Updates released in phases	This application is complete and in production.
Department of Mental Health and Mental Retardation	Update to Phase 1	Updates to existing Phase 1	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006

Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in agency testing.	August 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is in testing	September 2006

Alabama Board of Nursing	Application Updates for 2006 (Renewals)	These updates are for the 2006 renewal season	This application is in testing	September 2006
Alabama State Bar	Update for fees in 2006	These updates are for fee increases	This application is in testing	September 2006
ABESPA	Updates for 2006	These updates are for 2006 renewal season	This application is in testing	October 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in the pre-project planning phase.	November 2006

Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in development	September 2006
Alabama Board of Professional Engineers and Land Surveyors	Certificates of Authorization	This application will allow facilities to renew their licenses online	This application is in the pre-project planning phase	October 2006
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	January 2007
Alabama Home Builders Licensure Board	2006 Updates for License Renewals	Updates to existing HBLB applications	This application is in development	October 2006
Department of Conservation and Natural Resources	magazine subscription adding renewal and gift option to app	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the prep-project planning phase	October 2006
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	This application is in the pre-project planning phase	September 2006
Alabama Department of Public Health	Updates Facility Renewal CC additions	Update to allow credit card payments	This application is in the pre-project planning phase	October 2006
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006

SERVICE REQUESTS

Service Request #111

Alabama State Board of Veterinary Medical Examiners– License Renewals

Alabama Interactive requests and recommends that this service for the Alabama State Board of Veterinary Medical Examiners is added to the network as a charge service. The renewal application will be developed at no cost to ASBVME.

Service Request #112

Alabama Department of Revenue– Form BPT-IN (Business Privilege Tax Initial Return)

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The initial tax return application will be developed at no cost to ADOR.

MONTH IN REVIEW

Total August AI Network Transactions:	189,353
Average Successful Request per Day:	6,108
Total August alabama.gov Visitors:	195,326
Total August alabama.gov Page Views:	779,943
Total August alabama.gov Chats or Offline Messages from Live Help:	447

OPERATIONS & ADMINISTRATION

Alabama Interactive hired a new application developer intern. The internship is designed to help the development staff to have the ability to create new internal efficiencies as well as participate in mandatory procedures such as scanning all applications with AI's security utility. Brandon is currently a student at Auburn University Montgomery where he is studying computer information science.

OTHER BUSINESS/IN CLOSING

In closing, August was a fast-paced month with the completion of several application upgrades and the launch of six new services. Several large agencies began their license renewal period and seem to be receiving strong year over year adoption rates.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis